

**East Carolina University**  
**2013-2014 Unit Annual Progress Reports**

**Unit: Academic Library Services**

1. **Teaching:** Summarize unit highlights in teaching during the reporting period. Indicate how these achievements support the unit's goals and objectives for the academic year.
  - ALS assessed physical and virtual library spaces and made short-term improvements as well as long-term plans that supported the research and learning needs of all user groups, promoted the discovery and production of knowledge, and made efficient use of resources. The unit:
    - Implemented 24/5 hours from Sunday through Friday during the fall and spring semesters.
    - Created the Janice Hardison Faulkner Gallery, a 3700 square foot gallery, study and event space with state-of-the-art digital and audio equipment.
    - Developed renovation plans for the Music Library.
    - Enhanced the existing graduate study lounge by adding large-screen monitors, additional computers, and a wireless router.
    - Created a new seating/study area in the Teaching Resources Center by shifting part of the circulating collection and removing shelving.
    - Administered the LibQUAL+© survey to undergraduate and graduate students and developed an action plan to respond to concerns and suggestions. Plan includes improving wireless access in several areas, installing solid state hard drives to improve computer speed, increasing security guard patrols to enforce noise restrictions, adding 158 seats, providing an absolute quiet area, and creating a new graduate student/faculty research area.
    - Implemented a reservation system for all student study rooms.
    - Created a “green” popular periodicals collection using periodicals donated by library staff.
    - Completed renovations to create a Starbucks location in Joyner Library. The renovations also created room for 16 additional seats in the public area and a streamlined, more efficient workspace for the Circulation and Interlibrary Loan Departments.
    - Replaced the preservation/conservation lab carpet with tile to ensure compliance with environmental health and safety regulations and improve safety.
    - Transferred university records from ABC Storage to Confidential Records Management.
    - Developed a new template for the library website which will be implemented before the Fall 2014 semester begins.
    - Investigated, selected and customized Blacklight, an open source product, as a replacement for the e-Library catalog. Blacklight will be implemented during the 2014-15 academic year.
  - ALS met its responsibility to manage, develop and preserve physical and digital collections that support the evolving curricular and research needs of the University through a number of initiatives. The unit:
    - Added new e-journal backfiles, e-book series, streaming video collections, and other electronic resources, including Caribbean Newspapers 1718-1876, Engineering Case Studies, English Historical Documents, Institute of Physics e-books, Mango Languages, Naxos Jazz Library, ProQuest Dissertations & Theses: Global Edition, Statistical Abstracts of the United States, and several Archives Unbound Collections.

Purchase/subscription decisions as well as cancellation decisions were based on recommendations by the Electronic Resources Review Committee, which includes members from Joyner and Laupus Libraries.

- With colleagues at Laupus Library, coordinated a campus-wide project to review Scopus as a replacement for Web of Science. This included a two-month trial during which faculty could compare search results in the two databases, information sessions for faculty, gathering faculty input via multiple methods, and analysis of comparative coverage and functionality of the two products. Following the review, the ECU Libraries made the decision to subscribe to Scopus and not renew Web of Science when the subscription expires. This decision resulted in annual savings of approximately \$80,000.
- Based on faculty input and internal evaluation, cancelled the following electronic resources: Bibliography of Asian Studies, Credo, Reference Universe, and Web of Science. Reduced the number of concurrent users for several resources and took other measures to reduce journal and database costs and improve efficiencies.
- Began using ReadCube service to provide article-level access to certain journals published by Nature Publishing Group as one way to reduce expenditures while continuing to provide immediate access to researchers.
- Completed two digitization projects for the Laupus Library History Collection: medical catalogs (6300 pages) and Stereoscopic Studies of Anatomy (589 cards).
- Digitized 98 East Carolina University football game day programs from the 1960s through the 1990s and converted tapes of 241 football games from 1952 to 1989 to DVD format.
- Prepared documents for ABET accreditation for M.S. in Occupational Safety and the Department of Engineering and for NASAD accreditation of the School of Art & Design; also prepared reports for the Departments of Health Education & Promotion, History and Physics as part of their accreditations, program reviews, and/or self-studies.
- Added extensive number of vocal music materials to the Music Library as part of annual emphasis on purchasing for a specific area of the collection.
- Received several thousand jazz CDs as a gift from Tom “the Jazzman” Mallison and began cataloging them using a temporary cataloger.
- Completed cataloging of all items from the original (2010) Stuart Wright Collection purchase and cataloged 549 other items for Manuscripts & Rare Books, 1697 items for the North Carolina Collection, 2148 items for Teaching Resources Center, and 1429 items for Digital Collections (numbers as of May 31, 2014).
- Cataloged all new general collections acquisitions in a timely manner with no backlogs.
- Performed 10,237 treatments on 2,976 items.
- Implemented a new firm order allocation formula.
- Completed the first full fiscal year of print demand driven acquisition, importing 10,219 discovery records and purchasing 139 titles at a total expenditure of \$7,454.
- Acquired a number of outstanding resources for the North Carolina Collection including
  - first editions of several significant novels with settings in North Carolina
  - over 400 issues of the dime novel series *The Liberty Boys of '76*, which expands the comprehensiveness of the Roberts Collection of North Carolina Fiction
  - Rare titles devoted to the Civil War and eastern North Carolina donated by Gene Roberts
  - Eppes High School yearbooks which document the final years of segregated public schools in Greenville.
- Acquired a number of manuscript collections including:
  - W. Keats Sparrow Papers (author, professor and former dean of the Harriot College of Arts & Sciences)

- Max Ray Joyner Collection (former member of the ECU Board of Trustees and Greenville businessman)
  - Earl Trevathan Papers (former pediatrician, Greenville City Council member, and community leader)
  - First Battle of Kinston, N.C. Collection (contains letters written by two brothers who served in the Massachusetts 45<sup>th</sup> Infantry)
  - Robert May Family Papers, 1841-1937 (May family of Farmville, NC)
  - Robert L. Ghormley Papers Addition (Vice Admiral Ghormley served in China, Nicaragua, Haiti, as commander of the destroyer USS SANDS and the battleship USS NEVADA, and in World War I. His World War II service included Commander of the South Pacific Area and South Pacific Force, Commander of the Fourteenth Naval District and the Hawaiian Sea Frontier, and Commander of United States Naval Forces in Europe.)
  - Concord Primitive Baptist Church Records (1808 deed and minute books covering 1810-1978, church was located near Creswell, NC)
  - William B. Martin Papers, 1942-1945, 2006 (papers related to his service as a Quartermaster 3<sup>rd</sup> Class aboard the USS ANN ARUNDEL during World War II)
  - Alex Albright Collection (material related to the African American Navy Band members who served at the Great Lakes Naval Base during World War II)
  - Map (1706): *Zee en Land Togten der Franszen Gedaan na, en in't Americaans Gewest van Florida, aller-eerst door Joh Pontius ontdekt*- by Pieter Vander Aa (of Leiden, Netherlands) illustrating Ponce De Leon's travels and discoveries in North and South Carolina.
- ALS provided the University community and residents of eastern North Carolina and beyond with educational resources and cultural opportunities that fostered engagement and learning:
    - The W. Keats Sparrow ENGLISH 1100 and 1200 Writing Award, the Rhem-Schwarzmann Prize for Recognition of Student Research, and the Michael F. Bassman Honors Thesis Award helped foster a culture of excellence in undergraduate education at ECU.
    - The Tenth Eastern North Carolina Literary Homecoming, held in September 2013, featured readings, panel discussions, and workshops with writers on the theme of North Carolina: A State of Change, a Changing State. The Roberts Award for Literary Inspiration was presented to Fred Chappell. Approximately 300 people participated in the Homecoming, with strong attendance from ECU students at the Friday event. 95% of attendees agreed that the program helped them better understand changing themes to North Carolina's Literary Heritage.
    - The Ninth Annual Librarian to Librarian Networking Summit, Shifting Gears, provided professional development for school media personnel in North Carolina, Virginia, and South Carolina. More than 200 persons attended the Summit's 31 sessions, for which they were eligible to receive 1.0 CEU. Award-winning author Sheila Turnage was the keynote speaker. She also gave a presentation that was open to the public, and was publicized to ECU faculty and students.
    - The Sixth Annual Graduate Student Art and Design Juried Exhibition was on display from October 1 through December 1, 2013. Twenty-eight students entered 70 pieces of art, with 38 pieces being accepted for exhibit. Four awards were given at a reception for the artists and their faculty.
    - The Eastern North Carolina: Past and Present Exhibition was on display from March 1 through April 30, 2014. The exhibition theme was selected based on its relevance to Janice

Hardison Faulkner's life and was the inaugural exhibition in the new Faulkner Gallery. The exhibition incorporated Joyner Library's digital collection and art by 7 students and faculty from the School of Art and Design. The exhibition was featured at the Faulkner Gallery grand opening and donor reception at which former Governor James B. Hunt was featured speaker and at a reception for the public.

- Other exhibits included Pepsi-Cola and the Minges Family: Two Enduring Traditions Born in Eastern North Carolina, Lady Liberty: Women During Wartime, Remembering Williamston 1963-64: A North Carolina Civil Rights Battlefield, Dawn of Printing in North Carolina, rotating Audubon print exhibit, Foto Tastic: ECU School of Art and Design Photography Students, Study Abroad Photo Competition Exhibition, rotating African Art display, Stuart Wright Children's Collection, Celebrating the 200<sup>th</sup> Anniversary of the Star-Spangled Banner, and The Thomas Moore Collection: A Gift of String Music.
  - The Teaching Resources Center established the Nancy W. Darden Child Development Center Art Wall which highlights art created by preschoolers attending the Center. In addition, the Teaching Resources Center had numerous exhibits including artwork from educational institutions in the area and book displays denoting special celebrations and featuring titles that pre-service teachers and area educators could integrate into the curriculum.
  - Events included the Human Library, several FaculTeas, lectures related to the Stuart Wright Collection by visiting scholars, Edible Book Festival, Faculty Author Book Awards, and New Faculty Orientation. ALS hosted the Southeastern Writing Center Association's annual conference, which was attended by 300 people.
  - Joyner Library was awarded a \$56,290 grant from the National Historical Preservation and Records Commission to process the collection of the Institute of Outdoor Theater, which is located at ECU. An online finding aid will be created that will make these materials accessible to the public.
- ALS engaged in several new initiatives that fostered research activity at East Carolina University. The unit:
    - Collaborated with the Division of Research and Graduate Studies to obtain an LSTA Innovation grant to develop a Research Roadmap mobile app that will help university researchers by walking them through the proposal process from concept generation to a complete grant application. In doing so, the Roadmap will connect researchers both to university-specific grant resources and to discipline-specific library resources.
    - Collaborated with Laupus Library and the Graduate School to design and implement a Graduate Student Research Workshop Series covering topics such as RefWorks, copyright, scholarly communication, and literature reviews.
    - Provided every college with data needed to correct their respective journal lists in Sedona and made numerous corrections to colleges' journal entries in Sedona.
    - Established DMPTool and Odum Institute DataVerse for campus use.
    - Set up procedures and began monitoring ECU researchers' compliance with government funders' public access policies.
  - ALS continued to collaborate with Laupus Library to achieve maximum efficiency and coordination while maintaining the quality of core services in both libraries. Some of the collaborations and efficiencies have been mentioned earlier in this report. Notable areas of collaboration include:

- ALS assumed responsibility for hiring, training, scheduling, supervising, and managing the payroll for temporary security guards at Laupus Library. Laupus had not previously employed security guards. By having the permanent security officers at Joyner assume responsibility for guards at both libraries, Laupus was able to avoid having to hire a permanent security officer and efficiencies were realized in training, scheduling, etc. Moreover, a consistent level of service will be provided at both locations. ALS security provided updated floor plans for Joyner and Laupus Libraries to ECU Police.
- ALS staff provided hands-on training in preservation/conservation techniques to Laupus Library's visiting fellow.
- ALS and Laupus Library have a long history of close collaboration in the area of electronic resources, particularly in the management of resources funded by the Virtual Library. The ALS Electronic & Continuing Resources Acquisitions and Collection Development Departments are responsible for carrying out licensing, invoicing, access management, usage data review, and primary vendor communications for all resources funded by the Virtual Library. Additionally, ALS and Laupus Library collaborate on projects of collection evaluation. This year, the Web of Science/Scopus assessment and decision to subscribe to Scopus is a premier example of this collaboration. It resulted in an annual savings of approximately \$80,000. The two libraries experimented with using ReadCube as a platform for the demand driven acquisition of articles in journals published by Nature Publishing Group as a cost-savings measure and plan to expand ReadCube's use in the upcoming year. ALS manages the ReadCube account. Furthermore, planning is underway to move expenditures to the ALS and Laupus budgets to prevent a projected shortfall of \$296,000 in the Virtual Library budget caused by inflationary increases in e-journal and database subscription costs.
- The ALS Electronic & Continuing Resources Acquisitions department is the first responder and primary troubleshooter for e-resource access problems for both libraries. The department responded to 304 e-resource access error reports between July 1, 2013 and June 30, 2014.
- ALS and Laupus jointly implemented the CORAL open source electronic resources management system and developed shared procedures for use of the system.
- Scholarly communication services for the university are managed by ALS's Assistant Director for Research and Scholarly Communication, a position created a year ago. The Assistant Director works closely with Laupus colleagues, the Scholarly Communication Committee, the Division of Research & Graduate Studies, and the Associate Deans for Research to identify and meet campus needs.
- The ALS Application and Discovery Services (ADS) Department, which is responsible for maintaining the joint ECU Libraries websites and both libraries' separate websites, developed a new template that will replace the existing Joyner and Laupus websites. ADS also developed a study room reservation system for both libraries and created a library hours web application. Web support for both libraries included resolving 659 issues for the libraries which included small-scale edits and larger project requests.
- The Joyner, Music and Laupus Libraries collaborated to standardize most circulation terms (due dates, renewals, etc.) and to create a combined equipment webpage and an online equipment liability form.
- ALS and Laupus Library acquired LibAnswers and began using the same interface for online reference transactions, online help, and FAQs.
- The Manuscripts and Rare Books Department assisted Laupus Library with manuscript collection processing, use of online processing tools, exhibits, and preservation.

- Digital Collections completed the Medical Catalogs and Stereoscopic Studies of Anatomy Collection projects for the Laupus Library History Collections.
  - ALS and Laupus Library catalogers held joint training sessions for the new Resource, Description, and Access cataloging standard. ECU cataloging supervisors also conducted a training session for catalogers at Elizabeth City State University.
  - ALS and Laupus Library collaborated on new billing routines and procedures to transfer outstanding student bills from the Symphony integrated library system (ILS) to Banner for campus debt collection. The Symphony administrator, who is employed by ALS, made the changes in Symphony for both libraries. The ALS ILS staff managed Symphony, including upgrades and server replacements, for both ECU Libraries and for Elizabeth City State University.
  - The ALS Research & Instructional Services Department collaborated with Laupus Library's Information Services Department on *Guides on the Side* online tutorials and the graduate student research workshop series.
  - Joyner Library hosted an exhibit promoting materials from Laupus Library as well as an exhibit featuring artifacts from the Country Doctor Museum.
  - ALS and Laupus Library began sending combined shipments of materials to the bindery, resulting in efficiencies in shipping and handling.
2. Improvement of student learning: Highlight major pedagogical and curricular changes your units have made to improve student learning in academic programs. Indicate how these accomplishments support the unit's goals and objectives for the academic year. Not applicable to Academic Library Services.
3. Research/creative activity: Summarize unit highlights in research/creative activity during the reporting period. Indicate how these accomplishments support the unit's goals and objectives for the academic year. Attach (where appropriate) the unit's one page graphical results from Academic Analytics.
- Academic Library Services faculty and staff produced 8 peer-reviewed journal articles, 3 additional articles, 1 performance, 4 books, 1 book chapter, 11 book reviews, 3 columns, 31 conference presentations, and 4 additional presentations. Much of the research activity helped achieve the unit's goal to increase awareness and use of library collections and services. Selected research and creative activity furthered the unit's goal to provide residents of eastern North Carolina with educational and cultural opportunities. These research activities also furthered the unit's goal to engage in collaborations to share expertise and advance the profession of librarianship. A list of major research/creative activity is attached.
  - Patrick Carr received the Esther Piercy Award from the American Library Association's Association for Collections and Technical Services Division. The award recognizes contributions to the areas of librarianship included in library collections and technical services by a librarian with not more than 10 years of professional experience who has shown outstanding promise for continuing contribution and leadership.
  - Barry Munson received the North Carolina Association of Historians' Willie Parker Peace History Award for editing the book, *Confederate Incognito: The Civil War Reports of "LongGrabs," a.k.a. Murdoch John McSween, 26<sup>th</sup> and 35<sup>th</sup> North Carolina Infantry*. Munson is a four-time winner of this award.
  - ALS faculty had two articles accepted for publication in *College & Research Libraries*, the leading journal for academic libraries published by the Association of College & Research Libraries.

4. Service: Summarize unit highlights in service during the reporting period. Indicate how these accomplishments support the unit's goals and objectives for the academic year.
- Twenty ALS faculty members served on Faculty Senate Committees and ECU administrative committees.
  - Twenty-one ALS faculty and staff members served in leadership roles (chair, director, officer, board member) for national and state organizations.
  - Faculty and staff served on approximately 25 other university committees and task forces. Nearly every faculty and staff member served on a unit committee or task force.
  - Eleanor Cook received the Marilyn Miller Award for Professional Commitment. This award from the North Carolina Library Association Women's Issues in Libraries Round Table recognizes a professional librarian in North Carolina who has provided outstanding leadership and service in furthering the status of women in librarianship, the mission of the library community, and/or the support of women colleagues in the workplace.
  - Alan Bailey received the Roadbuilder's Award for Academic Librarianship, given by the North Carolina Library Association's Roundtable for Ethnic Minority Concerns. The award recognizes ethnic minority librarians who have served as pioneers in librarianship and also as positive role models.
  - A list of major service activities by ALS faculty and staff is attached.
5. Strategic Planning:
- a. Describe any multi-year trends that support the unit's strategic goals, activities, and products.
- During spring, 2014, ALS adopted new two-year goals covering the period July 1, 2014-June 30, 2016. These goals have been shared with former Provost Sheerer and Interim Provost Mitchelson. The ten goals provide a roadmap for the unit's strategic activities which are detailed in department and committee objectives.
  - ALS continues to see increases in gate count (900,000) and group study room reservations (70,000). Now that ALS has implemented 24/5 library hours with overnight access limited to the first floor, students are requesting overnight access to additional floors, in part so that they can use study rooms located on those floors. Graduate students continue to request a larger dedicated space.
  - The need to reduce library space devoted to collections is a trend seen in academic libraries nationwide. ALS has historically managed space needs by weeding journal volumes to which we own archival online access, maximizing the use of compact shelving in the Joyner basement and the Music Library (the only locations that can support such shelving), and using off-site third party storage for university records. However, continued growth of all collections coupled with student demand for more seating necessitates the need for a more comprehensive storage solution. The Library Storage Task Force report dated May 1, 2014 recommends the creation of a 4,500 square foot high density storage facility that can house a variety of materials including journals, monographs, university records, university archive material, rare books, manuscripts, microfiche, DVDs, and videotapes.
  - Open Access requirements have expanded to additional funding agencies and now include research data as well as journal articles. There is a growing need for data-related services at various stages of the research process. The Research Roadmap will assist with this, but additional expertise is needed to provide assistance with discovering and reusing existing data as well as with metadata creation and data curation and preservation. Issues related to attribution, citation, and unique identifiers are expected to grow.

- Rapid changes in the way people access information, particularly through the use of smartphones and tablets. ALS must ensure that its resources and subscription databases can be accessed and content managed through these devices. Responsive design and other device neutral solutions are necessary.
  - User demand for seamless access to resources through an intuitive interface, coupled with rapid and ongoing changes in the industry landscape for discovery tools positioned as additions to or substitutes for the traditional multi-module integrated library system, continue to require close analysis and planning.
  - Demand-driven acquisition (DDA) models are a prominent trend affecting how ALS selects and acquires books and provides access to journal articles. ALS is beginning its fourth year of e-book DDA and has had a print book DDA program for 18 months. During the last fiscal year, 213 e-books and 139 print titles were acquired through the DDA programs. With ReadCube, DDA for journal articles is being used on a small scale (12 articles purchased in six months). ReadCube will be expanded in the upcoming year and other purchase-on-demand options for journal articles will be explored. For books, DDA provides the opportunity to load record sets in the library catalog quickly to provide access for new areas of teaching and research. DDA will also be used to provide access to materials in the call number ranges where the library collection sustained damage due to the June 29 water leak. In addition, expanding DDA plans will help ALS manage budget cuts more efficiently while building a collection that is responsive to user needs.
  - The use of data-driven assessment is increasing. To support this, it is important that the data management and analysis project ALS and Laupus are working on with ITCS and IPAR becomes operational. Usability analysis to evaluate and improve library websites and applications is also of growing importance.
- b. Describe the unit's future plans with respect to growth or reduction and the way in which you will address *Our Time, Our Future*, the strategic plan for the University of North Carolina.

The unit's two-year goals are tied to ECU's strategic directions and thus to UNC's strategic plan.

ALS goals:

1. Use innovative learning strategies and delivery methods to expand access to library resources, services, and programming that support academic success. (ECU Strategic Direction One)
2. Provide the University community with library resources, services, and programming that facilitate leadership, continuing professional development and life-long learning. (ECU Strategic Direction One)
3. Partner with faculty to prepare students with the information literacy and critical thinking skills needed to succeed in a multicultural and global society. (ECU Strategic Direction Two)
4. Enhance physical and virtual library spaces that facilitate the discovery and production of knowledge. (ECU Strategic Directions One, Two, Three, Four )
5. Communicate and increase support for the creation, discovery, sharing, and preservation of the University's research, engaged scholarship, and creative activity. (ECU Strategic Direction Four)
6. Responsibly develop, manage, and preserve digital and physical collections that support University curricular and research priorities and that document the heritage and history of the university and region. (ECU Strategic Direction One, Two, Three, Four, Five, Six, Seven)



7. Provide the University community and residents of eastern North Carolina and beyond with diverse cultural experiences that improve quality of life. (ECU Strategic Direction Six)
8. Cultivate an inclusive environment through cooperation, collegiality, and diversity. (ECU Strategic Direction Seven)
9. Continue and expand collaborations with Laupus Library to maximize efficiencies while maintaining the quality of core services. (ECU Strategic Direction Seven and Fiscal Sustainability Report)
10. Demonstrate good stewardship of the resources entrusted to Academic Library Services. (ECU Strategic Direction Seven)

6. Issues: Summarize key issues still to be addressed in the unit in order of importance (i.e., resource needs, space, pending challenges). Provide bulleted listings and brief descriptions of issues.
- Reductions in state support for higher education which have resulted in six years of cuts to the Library's budget and a projected 3% cut in FY2015, which may result in the loss of several vacant positions and cuts to the acquisitions, Virtual Library, and operating budgets.
  - Restrictions on hiring and salary increases, which affect the Library's ability to hire and retain faculty and staff, develop leaders, and reward excellence.
  - As noted in the Multi-Year Trends section, continued growth of all collections coupled with student demand for more seating necessitates the need for a comprehensive storage solution. In the upcoming year, ALS will need to work with ECU Facilities Services and Materials Management to identify a space that can be repurposed for high density storage or a location where one can be built. Funding and a timetable for the project must be determined.
  - ALS is in the process of revising its *Code of Operations* to reflect the "new faculty model" whereby all new faculty hires will be fixed term faculty. The operational changes required by the "new faculty model" will be far-reaching and may have implications for the unit's organizational structure. As part of the *Code* revision, ALS will propose changes to the ECU *Faculty Manual* that are needed to make the new model work effectively for the unit and the university.
  - The Music Library needs additional space for student study, group listening/viewing, library instruction, and collection growth. A plan for renovation and expansion of the Music Library is nearly complete. Once finalized, fundraising will need to begin, followed by construction tentatively scheduled for the summer of 2016.
  - University Archives and Records Management is now collecting and preserving electronic records, but is not providing public access to the records online (the records are available by request, meeting public record requirements). An immediate issue is to determine how and where these records will be made available while complying with public records and privacy laws.
  - Implementation of UStore for online payment of Circulation fines and fees, purchase of maps and prints, and online membership/renewal for the Friends of the Library.

**Part Two: Provide verification that faculty who offer courses using online instruction have completed annual training in compliance with the ECU Policy on Distance Education.**

Not applicable to Academic Library Services.